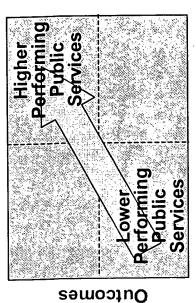


FIG. 1

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### Cost Effectiveness

- "Outcomes" are a weighted basket of social achievements
- "Cost Effectiveness" =

### Outcomes

(Annual Expenditure - Cap Ex + Capital Charge)

Hypothesis = greater value is created through generating improved outcomes in a more cost effective way

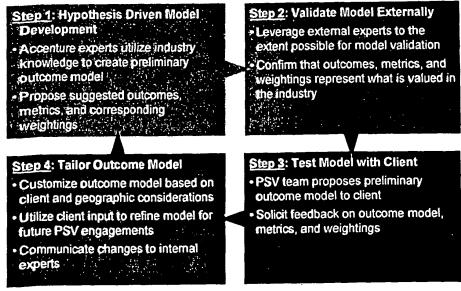


FIG. 3

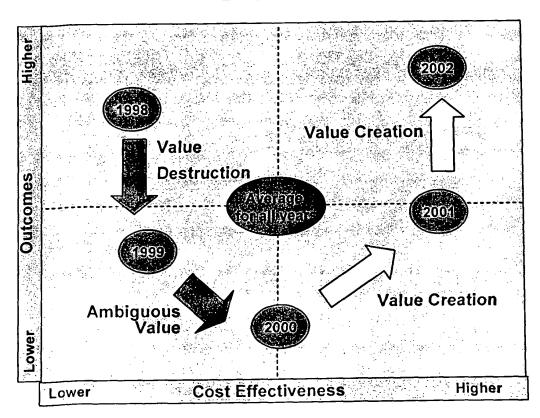


FIG. 4

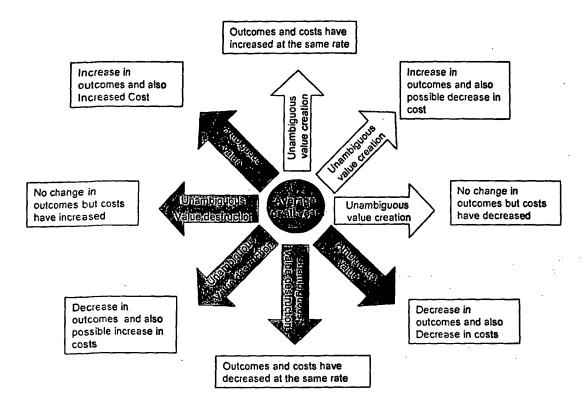


FIG. 5

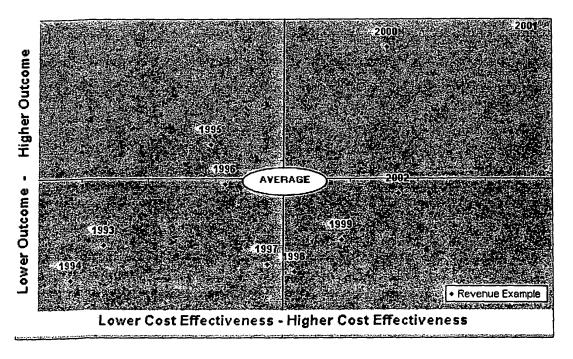
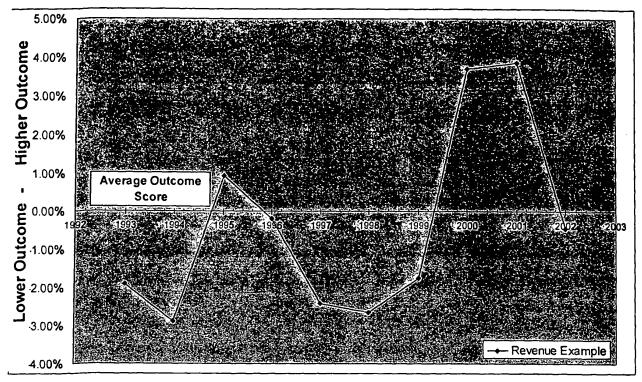


FIG. 6



**FIG.** 7

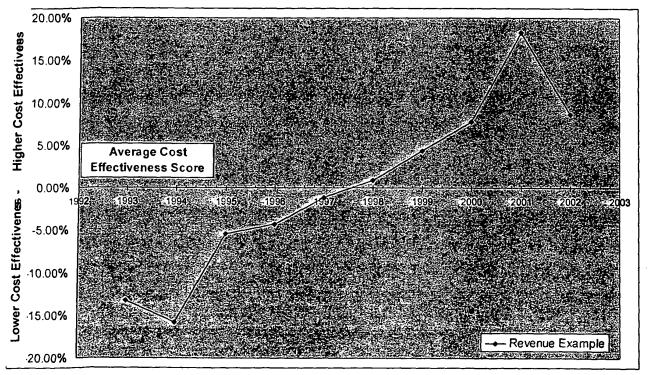


FIG. 8

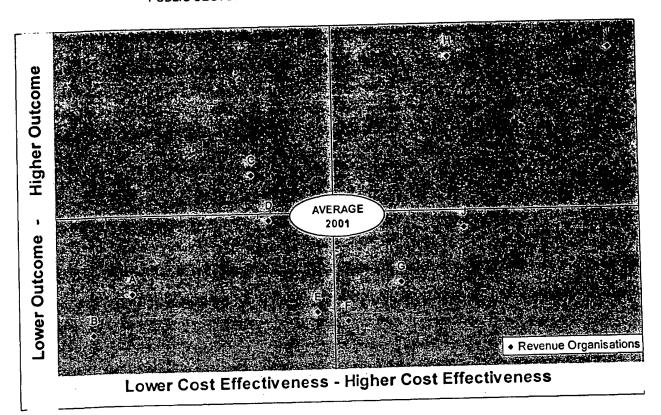


FIG. 9

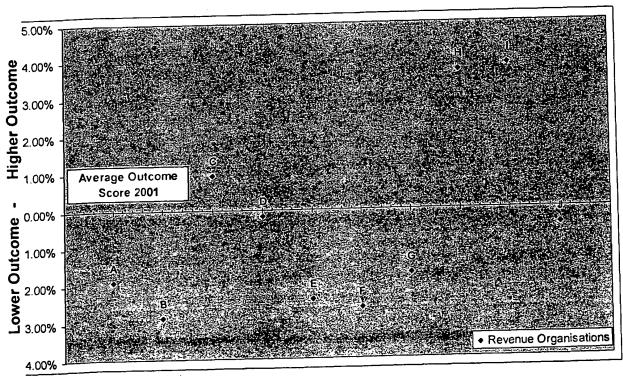
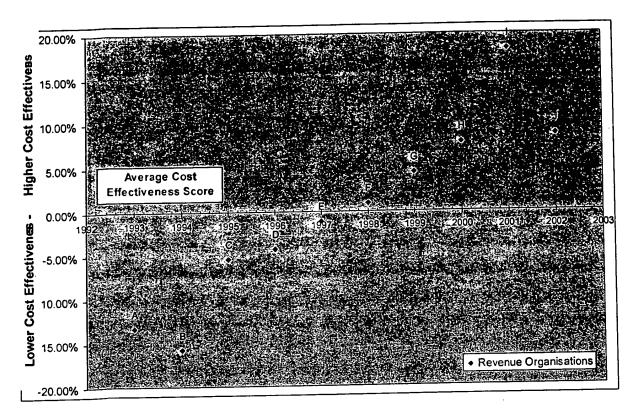


FIG. 10



**FIG. 11** 

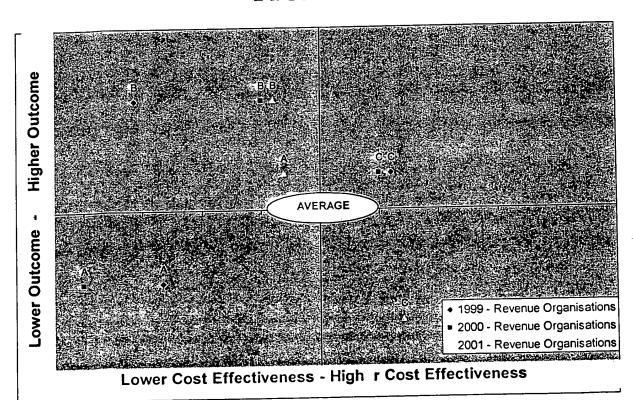


FIG. 12

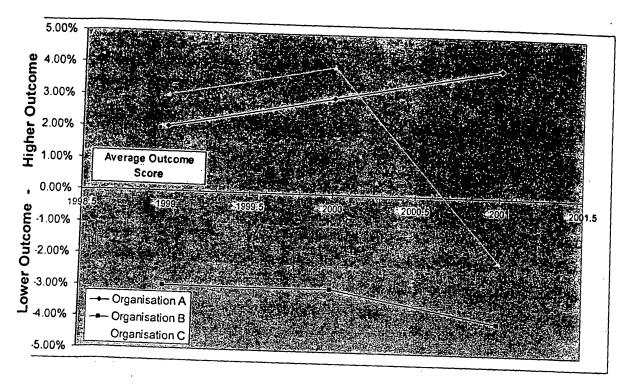


FIG. 13

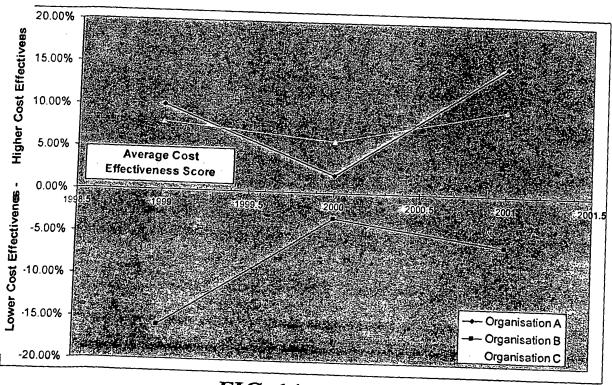
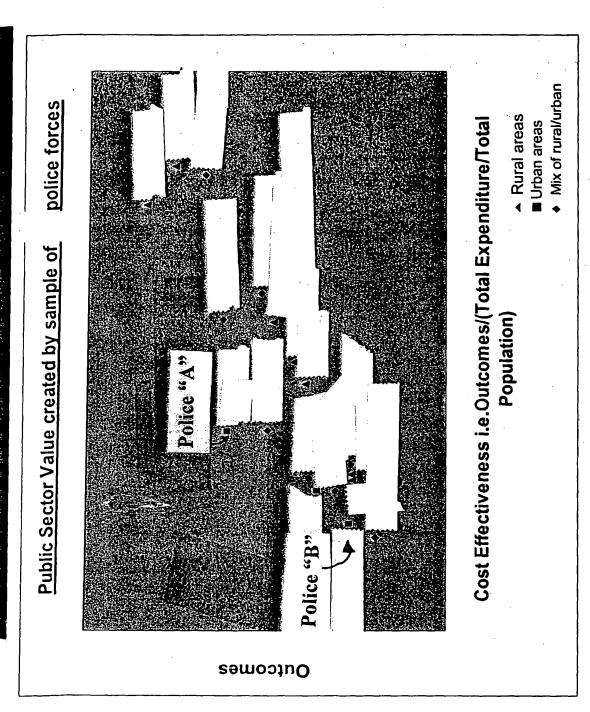


FIG. 14

2000 Source Measure ne outcomes of polic Outcomes Outcomes Total

# ummary of public sector value police forces



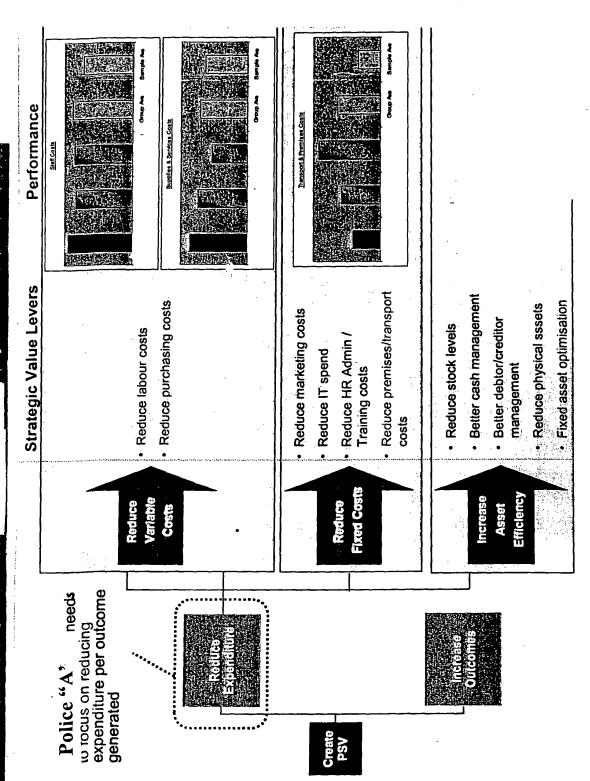
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alue driver analysis – Police force with low

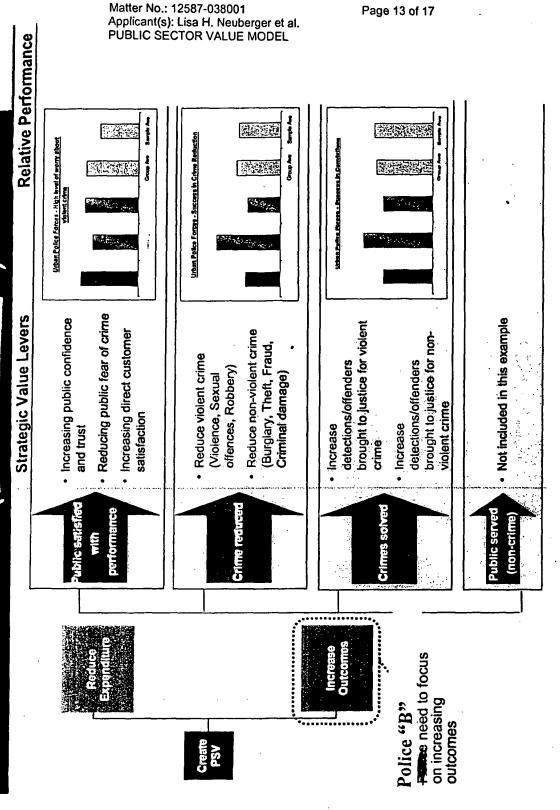
Police "A"

cost-effectiveness



Strategic Value Levers  Strategic Value Levers  Accenture Market Offerings  Human Performance  Human Perform	alue driver analysis – r	nalysis – Folice force with low
Strategic Value Levers  Reduce labour costs  Reduce purchasing costs  Reduce IT spend  Reduce Premises/transport  Costs  Better cash management  Better debton/creditor  Better debton/creditor  Reducesphysical sssets  Fixed asset optimisation	st-effectiveness Police "A"	
Reduce labour costs Reduce purchasing costs Reduce IT spend Reduce HR Admin / Training costs Reduce premises/transport costs Reduce stock levels Better cash management Better debton/creditor management Reduce:physical sssets Fixed asset optimisation		Accenture Market Offerings
Reduce IT spend  Reduce IT spend  Reduce HR Admin / Training costs  Reduce premises/transport  Costs  Better cash management  Better debton/creditor  Hanagement  Reduce physical sssets  Fixed asset optimisation	Reduce labour costs     Reduce purchasing costs	- Human Performance - Integrated Web Services - Procurement Process Enhancement - Procurement - Supplier Managed Procurement - Supplier Managed Procurement
Reduce stock levels Better cash management Better debtor/creditor management Reduce physical sssets Fixed asset optimisation  Fixed asset optimisation	<u> </u>	Customer Relationship Management TOutsourcing Project and Program Management HR Outsourcing eLeaming ELeaming Fulfilment (SGM)
	The state of the s	Supply Chain Value Assessment (SCVA) Supplier Managed Procurement  Procurement  B2B Marketplaces and eMarkets  Finance  Back Office Performance

## Value driver analysis – Police force with low evel of outcomes (Police "B"





## Value driver analysis - Police force with low level of outcomes ( Police "B"

## Strategic Value Levers

## **Market Offerings**

### • Incitrus: satisfied

- Increasing public confidence and trust
- · Reducing public fear of crime

Marketing Strategy

- Increasing direct customer satisfaction
- Customer Relationship Management
  - Reduce violent crime (Violence, Sexual offences, Robbery)
- Reduce non-violent crime (Burglary, Theft, Fraud, Criminal damage)
- Knowledge Management
- Customer Relationship Management
  - IT Outsourcing
- Project and Program Management
- Increase detections/offenders brought to justice for violent crime
- Increase detections/offenders brought to justice for nonviolent crime
- Case Management
- Knowledge Management
- Customer Relationship Management
- Process Reengineering

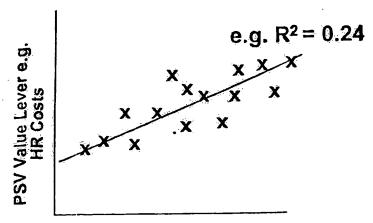
FIG. 15F

### Industry analysis

1290

### Value Levers could be:

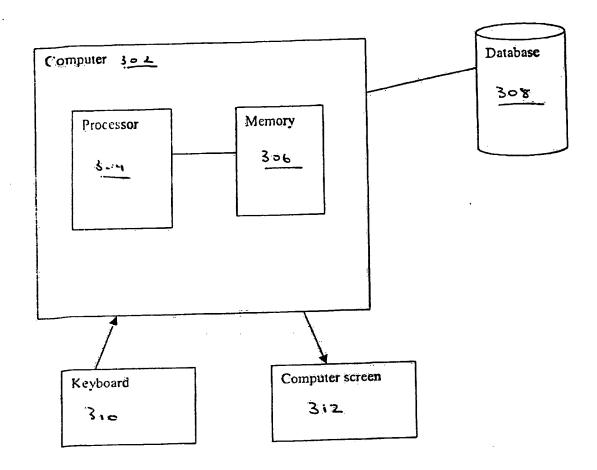
- Labour Costs
- IT Costs
- HR Costs



PSV [Outcomes<sup>2</sup>/(Annual Expenditure + Annual Capital Charge)]

**FIG. 16** 

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FIG. 17

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PSV Diagnostic Project Phase 4: Make Recommend-ations

FIG. 18